



Commonwealth of Kentucky  
Department for Medicaid Services  
Division of Program Quality and Outcomes

Web-Based Provider Directory Validation Study  
Summary Report – Final

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## INTRODUCTION

As part of the newly founded Kentucky managed care system, validation of each managed care organization (MCO)'s web-based provider directory should be conducted by the external quality review organization (EQRO) to ensure information provided to members is consistent with the information that the MCOs report to the Kentucky Department for Medicaid Services (DMS).

In accordance with the Code of Federal Regulations (CFR) 42(4) § 438.10 (f) (6i), managed care enrollees have the right to access a listing of all providers who participate in the managed care plan. This listing is to contain contact information for each participating provider, as well as other pertinent information useful to enrollees including: address, phone number, languages spoken other than English, primary specialty and provider's panel status. MCOs are required to keep their provider directory current and accurate. The web directory must contain information as required by statute, regulation and the Medicaid contract.

The Web-Based Provider Directory Validation Study is one of a variety of activities performed to ensure enrollees are being provided accurate information regarding the providers comprising the health plans' provider networks. It is essential that enrollees have up-to-date and accurate information to enable them to contact their providers and schedule appointments that are timely and within easy access to their homes.

The objectives of this study were to determine the following:

- a) All providers included in the MCO provider file submission for each MCO are displayed in the web-based provider directory.
- b) Provider information published in the MCOs' web directories is consistent with the information reported in the MCO FILE and/or the provider network survey responses.

## METHODOLOGY

In September 2016, the five Medicaid MCOs submitted to Island Peer Review Organization (IPRO) their most recent monthly provider data. The MCOs are Aetna Better Health, Anthem Blue Cross and Blue Shield Medicaid, Humana-CareSource, Passport Health Plan and WellCare of Kentucky.

IPRO conducted a two-phase mailing to validate the accuracy of the MCO provider files for primary care providers (PCPs) and specialists participating with any of the five MCOs operating in Kentucky with a Medicaid product line. Survey responses were compared to information in the MCO FILE and an error rate was computed for each data element that is validated. The resulting report is the *Validation of Managed Care Provider Network Submissions: Audit Report, January 2017*. For this audit, a random sample of 100 PCPs and 100 specialists was drawn for each plan, resulting in a total sample size of 1,000 providers. These providers received a survey by mail asking them to validate their information based on the MCO provider file information. For this web validation study, a random sample of 50% of providers who responded to the survey was drawn, but no more than 50 providers from each MCO, i.e., 25 PCPs and 25 specialists. For Aetna Better Health and Passport Health Plan, however, the high number of excluded surveys meant that a full sample of 50 providers could not be drawn. Reasons for exclusions included surveys that were undeliverable, providers no longer being present at the location reported in the provider file, or providers no longer participating in the MCO's provider network.

The response rate summary for the provider network survey and the final sample size for the Web-Based Provider Directory Validation Study by MCO are presented in Table 1.

Table 1: Survey Response Rates and Sample Size

MCO	Provider Network Survey					Web Validation Sample Size
	Initial Sample Size	Undeliverable Surveys	Adjusted Sample Size	Returns	Response Rate	
Aetna Better Health <sup>1</sup>	200	43	157	81	52%	48
Anthem Blue Cross and Blue Shield Medicaid	200	23	177	101	57%	50
Humana-CareSource	200	37	163	77	47%	50
Passport Health Plan <sup>2</sup>	200	33	167	92	55%	47
WellCare of Kentucky	200	23	177	111	63%	50
Total	1,000	159	841	462	55%	245
All PCPs	500	70	430	244	57%	123
All specialists	500	89	411	218	53%	122

<sup>1</sup>For Aetna Better Health, the web validation sample was comprised of 23 PCPs and 25 specialists.

<sup>2</sup>For Passport Health Plan, the web validation sample was comprised of 25 PCPs and 22 specialists.

For each survey that was included in the web validation sample, the reported provider information was validated against the corresponding MCO's web directory within one week of receiving the survey response in order to minimize the chance that any differences were due to real provider information changes over time. Web-based directories were searched using the sampled providers' names.

A Microsoft Access database was developed by IPRO, which presented MCO provider data and provider network survey responses side by side. If the information published in the MCO's web directories matched either the MCO provider data or the provider's survey response, the information was considered accurate.

Pertinent provider information that was validated included:

- 1) Provider Name (Last Name, First Name),
- 2) Address (Address Line 1, Address Line 2, City, State, Zip Code),
- 3) Telephone Number,
- 4) Primary Specialty,
- 5) Provider Type (PCP or specialist),
- 6) Panel Status (Open or Closed), and
- 7) Languages Spoken by Provider/Staff.

## Calculating Rates of Accuracy

The following accuracy rates were calculated:

- 1) Rate of Providers Found in Web Directory – This rate was calculated to identify the number of providers in the web validation sample that were found in the corresponding MCO’s web-based directory. Sampled providers were searched by their first and last names in the web-based directory; therefore, this rate is equal to the accuracy rate of providers’ names. It is defined as the number of providers in the validation sample that were found in the web directory, divided by the total number of providers in the validation sample.
- 2) MCO Overall Accuracy Rate – This rate identifies the number of providers in the validation sample that had accurate information when checked against the web-based directory. It is defined as the number of providers in the web validation sample that had accurate data reported for all the fields, divided by the total number of providers from the validation sample that were found in the web-based directory.
- 3) MCO Accuracy Rate by Field – This computes the accuracy rates (per field) reviewed. For each field, the rate is the number of providers in the web validation sample that had accurate data for a specific field, divided by the total number of providers from the validation sample that were found in the web-based directory.

## Web Validation of Undeliverable Provider Network Surveys

As a sub analysis, a random sample of 30 providers (3 PCPs and 3 specialists from each MCO) was drawn from the pool of undeliverable provider network surveys for the purpose of validating the addresses of these providers against the addresses published in the MCO’s web directory.

There were three outcomes observed in this sub analysis:

1. The provider was found in the web directory with the same address reported in the MCO’s provider file.
2. The provider was found in the web directory with a different address reported in the MCO’s provider file.
3. The provider could not be found in the web directory.

The results of the sub analysis can be found in Table 6.

## RESULTS

As shown in Table 2, 89% of PCPs and 68% of specialists in the web validation sample were found in the web directories. Anthem Blue Cross and Blue Shield Medicaid had the lowest PCP match rate, where 18 out of the 25 (72%) sampled PCPs were found in the web directories and had the lowest specialist match rate, where only 12 out of the 25 (48%) sampled specialists were found in the web directory. Appendix A shows the full listing of sampled providers that were not found in the web directories listed by MCO.

Table 2: Rate of Providers Found in Web Directory

Type of Provider	Aetna Better Health		Anthem Blue Cross and Blue Shield Medicaid		Humana-CareSource		Passport Health Plan		WellCare of Kentucky		Total	
Primary care provider	n = 23		n = 25		n = 25		n = 25		n = 25		n = 123	
Found in web directory	20	87%	18	72%	25	100%	25	100%	21	84%	109	89%
Specialist	n = 25		n = 25		n = 25		n = 22		n = 25		n = 122	
Found in web directory	13	52%	12	48%	24	96%	18	82%	16	64%	83	68%

Table 3 shows each MCO's overall accuracy rate, which is the percentage of providers in the web validation sample that had consistent information reported for all fields between the web directories and the MCOs' provider files or the provider network survey. Note that the denominator has been adjusted for this rate to include only those providers that were found in the MCOs' web directories.

Overall, 73% of sampled PCPs across all the plans and 80% of sampled specialists had accurate information published in the web directories. Aetna Better Health had the lowest overall accuracy rate for PCPs (20%) as well as for specialists (46%). Humana-CareSource had the highest accuracy rate for PCPs (96%) and for specialists (96%).

Table 3: Overall Accuracy Rates by MCO

Type of Provider	Aetna Better Health	Anthem Blue Cross and Blue Shield Medicaid	Humana-CareSource	Passport Health Plan	WellCare of Kentucky	Total
Primary care provider	n = 20	n = 18	n = 25	n = 25	n = 21	n = 109
With accurate information	4	16	24	17	19	80
Accuracy rate	20%	89%	96%	68%	90%	73%
Specialist	n = 13	n = 12	n = 24	n = 18	n = 16	n = 83
With accurate information	6	11	23	11	15	66
Accuracy rate	46%	92%	96%	61%	94%	80%

The results of the web validation of each field are presented in Table 4. Table 5 shows the rate of accuracy for each field that was validated against the web directory. Appendix B is a listing of providers that were found to have inconsistent information listed between the web directories and the MCOs provider file and/or the provider network survey by field.

Table 4: Findings for Each Validation Field

Validation Field	Findings
Site Address	<p>High percentages of sampled PCPs and specialists across all the MCOs had consistent site addresses published in the web directories that were consistent with the site address found in the MCOs' provider files or the provider network survey. For sampled PCPs that were listed in the web directories, the vast majority (96%) had accurate addresses listed: Aetna Better Health and Anthem Blue Cross and Blue Shield Medicaid had accuracy rates of 100%, while Humana-CareSource and WellCare of Kentucky had 96% and 95% accuracy rates, respectively. Passport Health Plan had the lowest accuracy rate, for which 92% of listed addresses were correct.</p> <p>For specialists, the overall level of consistency among site addresses published in the web directories that were consistent with the MCOs provider file or the provider network survey was lower (84%) than for PCPs. Humana-CareSource and WellCare of Kentucky had a 100% accuracy rate, and Anthem Blue Cross and Blue Shield Medicaid had an accuracy rate of 92%. Aetna Better Health had an accuracy rate of 54%, while Passport Health Plan had a 67% accuracy rate.</p>
Telephone Number	<p>Moderately high percentages of sampled PCPs (94%) and specialists (84%) across all the MCOs had consistent telephone numbers listed in the web directories and the MCOs provider file or the provider network survey.</p> <p>Among PCPs, Anthem Blue Cross and Blue Shield Medicaid had the highest accuracy rate of 100%, while among specialists, Humana-CareSource had the highest accuracy rate of 100%.</p>
Primary Specialty	The overall accuracy rates for primary specialties were 94% for PCPs and 99% for specialists. Passport Health Plan displayed the lowest accuracy rate, with 80% among the PCPs listed in the web directories.
Provider Type	All PCPs and specialists in the validation sample had the same provider type listed in the web directories as in the MCOs provider file or the provider network survey.
Panel Status	<p>Eighty-five percent of the PCPs from the validation sample had the same panel status information published in the web directories as in the MCOs provider file or the provider network survey. Humana-CareSource and WellCare of Kentucky each had a 100% accuracy rate, followed by Passport Health Plan (96%), Anthem Blue Cross and Blue Shield Medicaid (89%), and then Aetna Better Health (35%) with the lowest accuracy.</p> <p>Note: Panel status was not validated for specialists, since the MCOs provider file data requires this field for PCPs only.</p>
Languages Spoken – Spanish	The majority of PCPs (99%) and specialists (100%) in the validation sample, who had Spanish listed as one of the other languages spoken in the MCOs provider file or the provider network survey, had consistent information published in the web directories.
Languages Spoken – other	High percentages of PCPs (98%) and specialists (100%) in the validation sample that had other spoken languages listed in the MCOs provider file or the provider network survey had consistent information published in the web directories.

Table 5: Accuracy Rates by Field

Accuracy Rates by Web Field	Aetna Better Health	Anthem Blue Cross and Blue Shield Medicaid	Humana- CareSource	Passport Health Plan	WellCare of Kentucky	Total
Site address						
PCP	n = 20	n = 18	n = 25	n = 25	n = 21	n = 109
With accurate information	20	18	24	23	20	105
Accuracy rate	100%	100%	96%	92%	95%	96%
Specialist	n = 13	n = 12	n = 24	n = 18	n = 16	n = 83
With accurate information	7	11	24	12	16	70
Accuracy rate	54%	92%	100%	67%	100%	84%
Telephone number						
PCP	n = 20	n = 18	n = 25	n = 25	n = 21	n = 109
With accurate information	18	18	24	24	19	103
Accuracy rate	90%	100%	96%	96%	90%	94%
Specialist	n = 13	n = 12	n = 24	n = 18	n = 16	n = 83
With accurate information	9	11	24	11	15	70
Accuracy rate	69%	92%	100%	61%	94%	84%
Primary specialty						
PCP	n = 20	n = 18	n = 25	n = 25	n = 21	n = 109
With accurate information	20	18	25	20	20	103
Accuracy rate	100%	100%	100%	80%	95%	94%
Specialist	n = 13	n = 12	n = 24	n = 18	n = 16	n = 83
With accurate information	13	12	23	18	16	82
Accuracy rate	100%	100%	96%	100%	100%	99%
Provider type						
PCP	n = 20	n = 18	n = 25	n = 25	n = 21	n = 109
With accurate information	20	18	25	25	21	109
Accuracy rate	100%	100%	100%	100%	100%	100%
Specialist	n = 13	n = 12	n = 24	n = 18	n = 16	n = 83
With accurate information	13	12	24	18	16	83
Accuracy rate	100%	100%	100%	100%	100%	100%
Panel status						
PCP	n = 20	n = 18	n = 25	n = 25	n = 21	n = 109
With accurate information	7	16	25	24	21	93
Accuracy rate	35%	89%	100%	96%	100%	85%
Specialist <sup>1</sup>	NA	NA	NA	NA	NA	NA
With accurate information	NA	NA	NA	NA	NA	NA
Accuracy rate	NA	NA	NA	NA	NA	NA



Accuracy Rates by Web Field	Aetna Better Health	Anthem Blue Cross and Blue Shield Medicaid	Humana- CareSource	Passport Health Plan	WellCare of Kentucky	Total
Language spoken – Spanish						
PCP	n = 20	n = 18	n = 25	n = 25	n = 21	n = 109
With accurate information	20	18	25	24	21	108
Accuracy rate	100%	100%	100%	96%	100%	99%
Specialist	n = 13	n = 12	n = 24	n = 18	n = 16	n = 83
With accurate information	13	12	24	18	16	83
Accuracy rate	100%	100%	100%	100%	100%	100%
Language spoken – other						
PCP	n = 20	n = 18	n = 25	n = 25	n = 21	n = 109
With accurate information	18	18	25	25	21	107
Accuracy rate	90%	100%	100%	100%	100%	98%
Specialist	n = 13	n = 12	n = 24	n = 18	n = 16	n = 83
With accurate information	13	12	24	18	16	83
Accuracy rate	100%	100%	100%	100%	100%	100%

<sup>1</sup>Panel status for specialists is not applicable (grey shade).

PCP: primary care provider.

Table 6 displays the results of the subanalysis, which validated the names and addresses of providers whose surveys were returned as undeliverable, against the information published in the web directories. According to Table 1, 159 out of the 1,000 (16%) surveys mailed for the provider network audit were returned as undeliverable. For this sub-analysis, 30 were randomly sampled from this pool of undeliverable surveys.

A total of 67% (20/30) of these “undeliverables” had the same addresses published in the MCO web directories (Table 6). Since these surveys were undeliverable by the US Postal Service, we assume these addresses were incorrect for these providers. The MCO FILE data is from the September 2016 submission, while the web validation of the undeliverable provider network survey was conducted in January 2017, which means that there is a delay between the time that the provider changed location, for example, and the time that this information is received by the MCOs and, subsequently, reflected in the web directories.

Only two of the 30 providers (7%) among the undeliverable surveys were found in the web directory listed with a different address, and eight of the 30 (27%) providers among the undeliverable surveys could not be found in the web directory (Table 6).

The full listing of the 30 sampled undeliverable surveys can be found in Appendix C.

Table 6: Web Validation of Undeliverable Provider Network Surveys

MCO	In Web Directory Same Address		In Web Directory Different Address		Not in Web Directory		Total
Aetna Better Health	3	50%	0	0%	3	50%	6
Anthem Blue Cross and Blue Shield Medicaid	4	67%	1	17%	1	17%	6
Humana-CareSource	6	100%	0	0%	0	0%	6
Passport Health Plan	3	50%	1	17%	2	33%	6
WellCare of Kentucky	4	67%	0	0%	2	33%	6
Validation outcome total	20	67%	2	7%	8	27%	30

## **LIMITATIONS**

1. The validation study sample only includes providers that responded to the provider network survey and, therefore, does not take into account the entire population of providers in the MCOs' provider files.
2. The validation study considers the provider information "accurate" if the information listed in the web directory matches either the MCO's provider file dataset or the provider network survey, which means that the accuracy rates may be slightly inflated.
3. The methodology mentioned above also means that there is no measure of the rate of accuracy of the web directories with respect to the MCOs' provider files and the provider network survey separately.
4. The small number of providers in the validation sample means that the rates should be interpreted with caution.

## **RECOMMENDATIONS**

Based on the findings of this validation study, IPRO recommends:

### **DMS:**

- 1) Follow up with MCOs to ensure that any inaccuracies in provider information from this validation study and the provider network survey are corrected, and those corrections are reflected in the MCOs' provider files and the web directories.
- 2) Work with MCOs to enhance the accuracy and completion of critical fields in the MCO provider files, especially with respect to phone numbers, addresses, and languages spoken.
- 3) Work with MCOs to enhance the accuracy of the web directories, emphasizing the importance of ensuring that the members have access to the most up-to-date provider information online.

## APPENDIX A: Listing of Sampled Providers not Found in the MCO Web-Based Directories

### Aetna Better Health

MCO <sup>1</sup>	Type	NPI	Name	Address Line 1	Address Line 2	City	State	Zip Code	Phone	Specialty
Aetna	PCP	1912983487	BORDEN, LISA	13328 SHELBYVILLE RD		LOUISVILLE	KY	40223	(502) 254-2223	General Pediatrician
Aetna	PCP	1245209402	PATEL, HARESH	1520 SLATE CREEK RD		GRUNDY	VA	24614	(276) 935-6424	Internist
Aetna	PCP	1013175603	MARQUES, KEVIN	401 E CHESTNUT ST STE 410		LOUISVILLE	KY	40202	(502) 271-5999	Obstetrician/Gynecologist
Aetna	Spec	1124083431	KARP, SHARON	550 N UNIVERSITY BLVD		INDIANAPOLIS	IN	46202	(317) 274-7453	Nephrologist
Aetna	Spec	1164642955	BAIRD, JOHN	150 N EAGLE CREEK DR		LEXINGTON	KY	40509	(800) 967-2289	Obstetrician/Gynecologist
Aetna	Spec	1891116596	SHARAB, LINA	800 ROSE ST	SUITE D-104	FAYETTE	KY	40536	(859) 323-9707	Orthodontist
Aetna	Spec	1427082627	FOSSETT, RALPH	425 CLINIC DR		MOREHEAD	KY	40351	(606) 784-1049	Orthopedic Surgeon
Aetna	Spec	1326149907	LENNINGTON, WAYNE	5301 VIRGINIA WAY STE 300		BRENTWOOD	TN	37027	(615) 221-4400	Pathologist
Aetna	Spec	1568545671	WHEELER, REBECCA	106 FAIRFIELD DRIVE		JESSAMINE	KY	40356	(859) 885-0086	Pediatric Dentist
Aetna	Spec	1306000294	COLE, ELLEN HESTER	560 S LOOP RD		FORT MITCHELL	KY	41017	(859) 301-2663	Physical Therapist
Aetna	Spec	1710161187	MOTLEY, REGINA	321 S 3RD ST STE B		DANVILLE	KY	40422	(859) 236-7012	Physical Therapist
Aetna	Spec	1033392105	O'BRYAN, RICK	117 CORPORATE DR STE 104		HAZARD	KY	41701	(606) 436-6600	Physical Therapist
Aetna	Spec	1801081856	MARTENS, CANDACE	201 ABRAHAM FLEXNER WAY STE 902		LOUISVILLE	KY	40202	(502) 583-5948	Physician Assistant
Aetna	Spec	1609818269	BOPPANA, SRINIVAS	10820 PARKSIDE DR		KNOXVILLE	TN	37934	(865) 218-7011	Radiation Therapist
Aetna	Spec	1831189935	WOOLLEY, STEVEN	1000 SAINT CHRISTOPHER DR		ASHLAND	KY	41101	(606) 833-2273	Radiologist

### Anthem Blue Cross and Blue Shield Medicaid

MCO <sup>1</sup>	Type	NPI	Name	Address Line 1	Address Line 2	City	State	Zip Code	Phone	Specialty
Anthem	PCP	1962486811	ROSENTHAL, MONTIEL	2123 AUBURN AVE STE 331		CINCINNATI	OH	45219	(513) 585-3238	Family Practitioner
Anthem	PCP	1407890098	ARTHUR, TODD	3333 BURNET AVE		CINCINNATI	OH	45229	(513) 636-4200	General Pediatrician
Anthem	PCP	1033141858	WEXELBLATT, SCOTT	3333 BURNET AVE		CINCINNATI	OH	45229	(513) 636-4200	General Pediatrician
Anthem	PCP	1851511158	ERNST, JENNIFER	2765 CHAPEL PL STE 200		CRESTVIEW HILLS	KY	41017	(859) 344-1900	Internist
Anthem	PCP	1790088987	HAINLINE, TERRILEE	211 KY 59		VANCEBURG	KY	41179	(606) 796-3029	Nurse Practitioner (Other)
Anthem	PCP	1902903537	RUSSELL, LEZLIE	500 CLINIC DR		HOPKINSVILLE	KY	42240	(270) 707-3300	Nurse Practitioner (Other)
Anthem	PCP	1720340375	COOK, ALICIA	140 NEWCOMB AVE		MOUNT VERNON	KY	40456	(606) 256-4148	Physician Assistant
Anthem	Spec	1144231291	COLLIS, RICKY	315 E BROADWAY STE 250		LOUISVILLE	KY	40202	(502) 589-4765	Anesthesiologist
Anthem	Spec	1467415117	JORDAN, MARLON	415 W COLUMBIA ST		EVANSVILLE	IN	47710	(812) 464-9133	Cardiologist
Anthem	Spec	1104878990	KIMBALL, THOMAS	3333 BURNET AVE		CINCINNATI	OH	45229	(513) 636-4200	Cardiologist
Anthem	Spec	1780649301	SMITH, JASON	1955 DIXIE HWY STE E		FORT WRIGHT	KY	41011	(859) 292-4560	Cardiologist
Anthem	Spec	1891902821	HOWELL, JONATHAN	3333 BURNET AVE		CINCINNATI	OH	45229	(513) 636-4200	General Pediatrician
Anthem	Spec	1679713887	SUDHAKAR, PADMAJA	740 S LIMESTONE ST		LEXINGTON	KY	40536	(859) 323-9555	Neurologist
Anthem	Spec	1932564366	ENGLERT, BROOKE	740 S LIMESTONE ST		LEXINGTON	KY	40536	(859) 323-3900	Nurse Practitioner (Other)
Anthem	Spec	1609801463	GEORGILIS, GEORGE	92 ALEXANDRIA PK		FORT THOMAS	KY	41075	(859) 781-2000	Optometrist
Anthem	Spec	1346204005	SHEWMAKER, LYNN	1114 FASHION RIDGE RD		DRY RIDGE	KY	41035	(859) 824-4415	Optometrist
Anthem	Spec	1811046337	CHILD, MICHAEL	2115 ROCKY DR		PARIS	KY	40361	(859) 276-4449	Orthodontist
Anthem	Spec	1558559047	WEBSTER, WILLIAM	359 S 4TH ST	STE B	DANVILLE	KY	40422	(859) 236-1912	Orthodontist
Anthem	Spec	1306887500	PINTO, CARMEN	1311 N DIXIE AVE		ELIZABETHTOWN	KY	42701	(270) 769-1304	Psychiatrist
Anthem	Spec	1033217476	TAPP, KRISTI	2200 E PARRISH AVE STE 104E		OWENSBORO	KY	42303	(270) 663-1302	Speech-Language Pathologist

### Humana-CareSource

MCO <sup>1</sup>	Type	NPI	Name	Address Line 1	Address Line 2	City	State	Zip Code	Phone	Specialty
Humana	Spec	1164447991	WADHWA, ANUPAMA	530 S JACKSON ST		LOUISVILLE	KY	40202	(502) 852-8266	Anesthesiologist

## Passport Health Plan

MCO <sup>1</sup>	Type	NPI	Name	Address Line 1	Address Line 2	City	State	Zip Code	Phone	Specialty
Passport	Spec	1366716284	HAFENDORFER, JEFFREY	1 AUDUBON PLAZA DR		LOUISVILLE	KY	40217	(859) 268-1030	Anesthesiologist
Passport	Spec	1760689947	WILSON, LISA	4836 IDLEWILD RD		BURLINGTON	KY	41005	(859) 261-8768	Certified Clinical Social Worker
Passport	Spec	1235188863	MAJZOUN, RAMSEY	6440 DUTCHMANS PKWY	STE 210	LOUISVILLE	KY	40205	(502) 899-9996	General Practitioner
Passport	Spec	1538300926	VILLARI, JULIE	1500 JAMES SIMPSON JR WAY		COVINGTON	KY	41011	(999) 999-9999	General Practitioner

## WellCare of Kentucky

MCO <sup>1</sup>	Type	NPI	Name	Address Line 1	Address Line 2	City	State	Zip Code	Phone	Specialty
WellCare	PCP	1861835290	JOHNSON, LAURA	201 S 5TH ST		BARDSTOWN	KY	40004	(502) 348-0393	Certified Nurse practitioner
WellCare	PCP	1427460674	O'DANIEL, KATHLEEN	140 WHITTINGTON PKWY	STE 100	LOUISVILLE	KY	40222	(502) 327-9100	Certified Nurse practitioner
WellCare	PCP	1679930499	PEDLEY, KELSEY	2707 BRECKENRIDGE ST	STE 2	OWENSBORO	KY	42303	(270) 683-1808	Certified Nurse practitioner
WellCare	PCP	1427163971	WILLIAMS, ALLYSON	421 MEMORIAL DR		HAZARD	KY	41701	(606) 487-9505	Certified Nurse practitioner
WellCare	Spec	1407850142	ALVEY, PAMELA	3903 VANTAGE PL		LOUISVILLE	KY	40299	(502) 394-9459	Certified Nurse practitioner
WellCare	Spec	1730276833	ARTHUR, CATHERINE	3601 THE VANDERBILT CLINIC		NASHVILLE	TN	37232	(615) 322-3000	Gastroenterologist
WellCare	Spec	1902878531	HOWELL, JASON	10640 DIXIE HIGHWAY		LOUISVILLE	KY	40272	(502) 933-4427	General Dentistry Practitioner
WellCare	Spec	1346208071	SRINIVASAN, VIJAYA	1 SAINT JOSEPH DR		LEXINGTON	KY	40504	(859) 313-2963	Internist
WellCare	Spec	1053649988	PROUTY, JANE	110 VILLAGE DR		ELIZABETHTOWN	KY	42701	(270) 763-0728	Licensed Marriage & Family Therapist
WellCare	Spec	1023093325	AHMAD, IJAZ	2828 1ST AVE	STE 202	HUNTINGTON	WV	25702	(304) 522-1299	Neurologist
WellCare	Spec	1568699023	EMBRY, PHILIP	227 S MAIN ST		BEAVER DAM	KY	42320	(270) 274-9221	Physical Therapist
WellCare	Spec	1033119839	BUTLER, CRAIG	222 MEDICAL CIRCLE		MOREHEAD	KY	40351	(606) 783-6761	Radiologist
WellCare	Spec	1831215524	NORTHINGTON, ALAN	200 E. CHESTNUT ST		LOUISVILLE	KY	40202	(502) 585-1735	Radiologist

<sup>1</sup>Some fields that appear in all uppercase letters in databases have been modified in letter case to better fit the page; content or spelling has not been altered.

## APPENDIX B: Listing of Providers with Inconsistent Information in the MCOs' Provider Files/Provider Network Survey and the Web-Based Provider Directories

### 1) SITE ADDRESS

#### Aetna Better Health

MCO	Type	NPI	Name	MCO FILE Address	Survey Address	Web Address
Aetna	Spec	1902969207	ADAMS, JAMES	19 EAST 3RD STREET, MASON, KY, 41056		19 EAST 3RD STREET, MAYSVILLE, KY, 41056
Aetna	Spec	1285711341	LESLIE, ROBERT	400 UNIVERSITY DRIVE, FLOYD, KY, 41653		400 UNIVERSITY DRIVE, PRESTONSBURG, KY, 41653
Aetna	Spec	1386668705	MURRAY, PAULA P	81 PUBLIC SQUARE, TODD, KY, 42220		81 PUBLIC SQUARE, ELKTON, KY, 42220
Aetna	Spec	1720007115	ROBERTS, CRAIG	234 E GRAY ST STE 564, LOUISVILLE, KY, 40202		550 S JACKSON ST FL 1, LOUISVILLE, KY, 40202
Aetna	Spec	1457385957	SCHAPIRO, MARK	3333 BURNET AVE NEUROLOGY ML 2015, CINCINNATI, OH, 45229		3430 BURNET AVE DEVELOP & BEHAVIORAL PEDIATRICS ML 4002, CINCINNATI, OH, 45229
Aetna	Spec	1619171105	SHAVER, AARON	3601 THE VANDERBILT CLINIC, NASHVILLE, TN, 37232		1211 MEDICAL CENTER DR, NASHVILLE, TN, 37232

#### Anthem Blue Cross and Blue Shield Medicaid

MCO	Type	NPI	Name	MCO FILE Address	Survey Address	Web Address
Anthem	Spec	1336104397	BROWN, JULIA	1 ARENA PLZ, LOUISVILLE, KY, 40202		9880 ANGIES WAY STE 420,, LOUISVILLE, KY, 40241

#### Humana-CareSource

MCO	Type	NPI	Name	MCO FILE Address	Survey Address	Web Address
Humana	PCP	1093860116	PARKER, RONNIE	4963 US HIGHWAY 23 S STE 121 OFFICE, IVEL, KY, 41642		8857 META HWY STE 2, PIKEVILLE, KY, 41501

### Passport Health Plan

MCO	Type	NPI	Name	MCO FILE Address	Survey Address	Web Address
Passport	PCP	1215947254	LOCK, SHARON	2333 ALUMNI PARK PLAZA STE 200, LEXINGTON, KY, 40517	317 EAST MAIN STREET, WILMORE, KY, 40390	317 EAST MAIN STREET, LEXINGTON, KY, 40507
Passport	PCP	1144281791	TACKETT, MARK	25516 NETWORK PL, CHICAGO, IL, 60673		444 S MAIN ST, MADISONVILLE, KY, 42431
Passport	Spec	1003858911	ARRINGTON, MARK	8250 EAGLE WAY WESTERN KY AMB SURG CTR, HOPKINSVILLE, KY, 42240		1817A MADISON ST, CLARKSVILLE, TN, 37043
Passport	Spec	1477640977	CENTIMOLE, ZOHN	2333 ALUMNI PARK PLAZA STE 200, LEXINGTON, KY, 40517		800 ROSE ST, LEXINGTON, KY, 40536
Passport	Spec	1306931860	DUFF, DAVID	425 LEWIS HARGET CIRCLE, LEXINGTON, KY, 40503		3256 LOCH NESS DR, LEXINGTON, KY, 40517
Passport	Spec	1568651842	KOFORD, CHRIS	25516 NETWORK PLACE, CHICAGO, IL, 60673		1301 PLEASANT VALLEY RD, OWENSBORO, KY, 42303
Passport	Spec	1336457639	SEXTON, KIMBERLY	425 LEWIS HARGETT CIR, LEXINGTON, KY, 40503		1532 N LIMESTONE, LEXINGTON, KY, 40505
Passport	Spec	1528117850	WOLF, CHRISTINA	1930 BISHOP LN STE 1200, LOUISVILLE, KY, 40218		9880 ANGIES WAY, LOUISVILLE, KY, 40241

### WellCare of Kentucky

MCO	Type	NPI	Name	MCO FILE Address	Survey Address	Web Address
WellCare	PCP	1316923931	WARREN, LARRY	602 KNOX ST, BARBOURVILLE, KY, 40906	13232 NORTH HWY 421, MANCHESTER, KY, 40962	130 KATE IRELAND DR, HYDEN, KY, 41749

## 2) TELEPHONE NUMBER

### Aetna Better Health

MCO	Type	NPI	Name	MCO FILE Phone	Survey Phone	Web Phone
Aetna	PCP	1205861754	CAMPBELL, ALISON	(270) 651-1111		(270) 651-4263
Aetna	PCP	1588741755	LESLIE, DARRELL	(270) 441-4250	(270) 441-4568	(513) 981-5015
Aetna	Spec	1154346435	CAUDILL, ROBERT L	(502) 852-5866	(502) 588-4450	(502) 813-6648
Aetna	Spec	1720007115	ROBERTS, CRAIG	(502) 629-5460		(502) 562-6501
Aetna	Spec	1457385957	SCHAPIRO, MARK	(513) 636-4222		(513) 636-4611
Aetna	Spec	1619171105	SHAVER, AARON	(615) 322-3000		(615) 322-5000

### Anthem Blue Cross and Blue Shield Medicaid

MCO	Type	NPI	Name	MCO FILE Phone	Survey Phone	Web Phone
Anthem	Spec	1336104397	BROWN, JULIA	(502) 446-5050		(502) 394-6200

### Humana Care-Source

MCO	Type	NPI	Name	MCO FILE Phone	Survey Phone	Web Phone
Humana	PCP	1093860116	PARKER, RONNIE	(606) 478-4287		(606) 631-1222

### Passport Health Plan

MCO	Type	NPI	Name	MCO FILE Phone	Survey Phone	Web Phone
Passport	PCP	1144281791	TACKETT, MARK	(270) 688-1330		(270) 821-4444
Passport	Spec	1003858911	ARRINGTON, MARK	(270) 885-6644		no phone listed on website
Passport	Spec	1477640977	CENTIMOLE, ZOHN	(859) 257-7940		(859) 323-5956
Passport	Spec	1306931860	DUFF, DAVID	(859) 268-1030		(859) 971-0014
Passport	Spec	1821048513	HAQUE, SUHAIL	(502) 732-1999		no phone listed on website
Passport	Spec	1568651842	KOFORD, CHRIS	(270) 685-1260	(270) 688-1330	(270) 417-7925
Passport	Spec	1336457639	SEXTON, KIMBERLY	(859) 268-1030		(888) 790-0743
Passport	Spec	1528117850	WOLF, CHRISTINA	(999) 999-9999		(502) 423-9595

### WellCare of Kentucky

MCO	Type	NPI	Name	MCO FILE Phone	Survey Phone	Web Phone
WellCare	PCP	1598725806	SAVORY, LINDA	(304) 399-2990	(740) 886-1150	(740) 886-0432
WellCare	PCP	1316923931	WARREN, LARRY	(606) 546-6027	(606) 598-5355	(904) 240-3700
WellCare	Spec	1730184730	PATTON, DEMETRIUS	(270) 865-1085	(270) 988-7365	(270) 988-3298



### 3) PRIMARY SPECIALTY

#### Humana-CareSource

MCO	Type	NPI	Name	MCO FILE Primary Specialty	Survey Primary Specialty	Web Primary Specialty
Humana	Spec	1447660980	EDRINGTON, CHRISTINA	Licensed Professional Clinical Counselor		Social Worker

#### Passport Health Plan

MCO	Type	NPI	Name	MCO FILE Primary Specialty	Survey Primary Specialty	Web Primary Specialty
Passport	PCP	1053302208	BROMAGEN, KIMBERLY	Physician Assistant		Family Practice
Passport	PCP	1083760649	GIBSON, KERMIT	General Practitioner		Family Practice
Passport	PCP	1902897648	GROYSMAN, EUGENE	General Practitioner		Family Practice
Passport	PCP	1154365245	SEWARD, GARY	Internist		Family Practice
Passport	PCP	1043232101	STANKO, SHELLEY	Physical Medicine and Rehabilitation Practitioner		Family Practice

#### WellCare of Kentucky

MCO	Type	NPI	Name	MCO FILE Primary Specialty	Survey Primary Specialty	Web Primary Specialty
WellCare	PCP	1316923931	WARREN, LARRY	Family Practitioner		EMERGENCY MEDICINE

### 4) PROVIDER TYPE

*All of the providers and specialists in the validation sample had accurate information listed in the web directories.*

## 5) PANEL STATUS

### Aetna Better Health

MCO	Type	NPI	Name	MCO FILE Panel	Survey Panel	Web Panel
Aetna	PCP	1144489360	ANUKAM, UZOESHI	OPEN		CLOSED
Aetna	PCP	1093041139	BINION, MIRANDA	OPEN		CLOSED
Aetna	PCP	1114165784	BURCK, CARI CHILDERS	OPEN		CLOSED
Aetna	PCP	1982695144	CAREW, MOLLY	OPEN		CLOSED
Aetna	PCP	1245295310	CATLETT, DAVID	OPEN		CLOSED
Aetna	PCP	1588960397	DULABH, CANDACE	OPEN		CLOSED
Aetna	PCP	1003908419	GIGANTE, JOSEPH	OPEN		CLOSED
Aetna	PCP	1114031937	GREEN, JEFFREY J	OPEN		CLOSED
Aetna	PCP	1639178627	KLOHA, NANCY SUE	OPEN		CLOSED
Aetna	PCP	1427336619	MINUMULA, NAVEEN	OPEN		CLOSED
Aetna	PCP	1699778795	MULLINS, MARTY	OPEN		CLOSED
Aetna	PCP	1417356700	PRICE, ASHLEY	OPEN		CLOSED
Aetna	PCP	1629020326	SIEGEL, SCOTT	OPEN		CLOSED

### Anthem Blue Cross and Blue Shield Medicaid

MCO	Type	NPI	Name	MCO FILE Panel	Survey Panel	Web Panel
Anthem	PCP	1710122247	COLEMAN, CHRISTY	OPEN		CLOSED
Anthem	PCP	1548291230	SPENCER, AUDREY	CLOSED		OPEN

### Passport Health Plan

MCO	Type	NPI	Name	MCO FILE Panel	Survey Panel	Web Panel
Passport	PCP	1043232101	STANKO, SHELLEY	OPEN		CLOSED

## 6) LANGUAGE SPOKEN: SPANISH

### Passport Health Plan

MCO	Type	NPI	Name	MCO FILE Spanish	Survey Spanish	Web Spanish
Passport	PCP	1447288923	JAMES, NAREN		Yes	No

**7) LANGUAGE SPOKEN: OTHER**

**Aetna Better Health**

MCO	Type	NPI	Name	MCO FILE Lang 1	MCO FILE Lang 2	MCO FILE Lang 3	MCO FILE Lang 4	Survey Lang 1	Survey Lang 2	Survey Lang 3	Survey Lang 4	Web Lang 1	Web Lang 2	Web Lang 3	Web Lang 4
Aetna	PCP	1003908419	GIGANTE, JOSEPH									Spanish			
Aetna	PCP	1609984475	GILLESPIE, JOHN PAUL									Spanish			

## APPENDIX C: Results of the Web Validation of Undeliverable Surveys

MCO <sup>1</sup>	Type	NPI	Name	MCO FILE Address Line 1	MCO FILE Address Line 2	MCO FILE City	MCO FILE State	MCO FILE ZIP	MCO FILE Phone Number	Validation Date	Validation Status
Aetna	PCP	1285764829	HAYNIE, AMY	240 AYER PKWY E		MADISONVILLE	KY	42431	(270) 825-8345	1/30/2017	In Web Directory
Aetna	PCP	1205919040	TVEITE, JOHN	145 VINE ST		BENTON	KY	42025	(270) 527-2273	1/30/2017	In Web Directory
Aetna	PCP	1639134679	BLACKBURN, MICHAEL	464 LINDEN AVE		HARRODSBURG	KY	40330	(859) 734-5441	1/30/2017	Not Found in Web Directory
Aetna	Spec	1942444807	GREIWE, JUSTIN CONSTANTIN	231 ALBERT SABIN WAY		CINCINNATI	OH	45267	(514) 584-6977	1/30/2017	Not Found in Web Directory
Aetna	Spec	1275536682	ARGO, CYNTHIA	301 TYSON AVE		PARIS	TN	38242	(865) 539-0046	1/30/2017	Not Found in Web Directory
Aetna	Spec	1629165543	WILLIAMS, TARIN T	222 WEST PORTER STREET		BUTLER	KY	42261	(270) 526-8500	1/30/2017	In Web Directory
Anthem	PCP	1063419208	FINN, DANIEL	805 BARDSTOWN RD STE 25		SPRINGFIELD	KY	40069	(859) 336-3952	1/30/2017	In Web Directory - Different Address
Anthem	PCP	1639468812	ALTON, TIA	213 MIDLAND BLVD		SHELBYVILLE	KY	40065	(502) 647-5468	1/30/2017	In Web Directory
Anthem	PCP	1891058731	BOWLING, WHITNEY	78 HWY 3444 STE 1		ANNVILLE	KY	40402	(606) 364-5162	1/30/2017	In Web Directory
Anthem	Spec	1134404064	HUNSAKER, BRITTANY	53 HINDMAN BYPASS RD		HINDMAN	KY	41822	(606) 785-0300	1/30/2017	In Web Directory
Anthem	Spec	1295990109	LOPEZ, PABLO	200 MEDICAL CENTER DR		HAZARD	KY	41701	(606) 439-6782	1/30/2017	In Web Directory
Anthem	Spec	1629052279	KENNEDY, JANET	3550 W FOX RIDGE LN		MUNCIE	IN	47304	(765) 282-8011	1/30/2017	Not Found in Web Directory
Humana	PCP	1093056509	FILBURN, CARRIE	1370 ROGERSVILLE RD		RADCLIFF	KY	40160	(270) 351-2323	1/30/2017	In Web Directory
Humana	PCP	1083684807	TOWNSEND, CHARLES	901 W STOCKTON ST		EDMONTON	KY	42129	(270) 432-2000	1/30/2017	In Web Directory
Humana	PCP	1457523284	RUBIN, NORMAN	321 E MAIN ST		MOREHEAD	KY	40351	(606) 784-4161	1/30/2017	In Web Directory
Humana	Spec	1285690958	ZEATER, MOHAMED	350 HOSPITAL WAY		SOMERSET	KY	42503	(606) 678-0171	1/30/2017	In Web Directory
Humana	Spec	1467412049	HORSLEY, BROOKS	1102 S VIRGINIA ST		HOPKINSVILLE	KY	42240	(800) 467-2392	1/30/2017	In Web Directory
Humana	Spec	1992757975	HENDON, SHANE	1532 LONE OAK RD		PADUCAH	KY	42003	(270) 443-0777	1/30/2017	In Web Directory

MCO <sup>1</sup>	Type	NPI	Name	MCO FILE Address Line 1	MCO FILE Address Line 2	MCO FILE City	MCO FILE State	MCO FILE ZIP	MCO FILE Phone Number	Validation Date	Validation Status
Passport	PCP	1124099353	ENRIQUEZ, MARIETTA	305 W BROADWAY STE 104		LOUISVILLE	KY	40202	(502) 585-2924	1/30/2017	In Web Directory - Different Address
Passport	PCP	1316354863	NEELEY, KENDRA	12579 MAIN ST STE 101		MARTIN	KY	41649	(606) 285-0681	1/30/2017	In Web Directory
Passport	PCP	1376803676	WILP, THERESA	2647 REGENCY RD		LEXINGTON	KY	40503	(859) 278-8772	1/30/2017	In Web Directory
Passport	Spec	1366879686	SHRIMPTON, BRIAN	10700 MONTGOMERY ROAD SUITE 319		CINCINNATI	OH	45242	(513) 781-7800	1/30/2017	In Web Directory
Passport	Spec	1750347019	MCMICHENS, TIMOTHY T.	200 E CHESTNUT ST		LOUISVILLE	KY	40202	(800) 967-2289	1/30/2017	Not Found in Web Directory
Passport	Spec	1063576064	JONES, SONDRRA	425 BROADWAY STE 201		ASHLAND	KY	41101	(270) 442-7121	1/30/2017	Not Found in Web Directory
WellCare	PCP	1841234051	CROFT, CHRISTIE	520 W GUM ST		MARION	KY	42064	(270) 965-5281	1/30/2017	In Web Directory
WellCare	PCP	1861655078	JENKINS, KAREN	3828 BARDSTOWN RD		LOUISVILLE	KY	40218	(502) 459-4900	1/30/2017	In Web Directory
WellCare	PCP	1134447410	MARTIN, MATTHEW	3600 WEST CCUMBERLAND		MIDDLESBORO	KY	40965	(606) 242-1100	1/30/2017	In Web Directory
WellCare	Spec	1700291713	GARRARD, BRENT	230 2ND ST STE 406		HENDERSON	KY	42420	(270) 826-8761	1/30/2017	Not Found in Web Directory
WellCare	Spec	1376712653	LEAHY, RYAN	2605 KENTUCKY AVE		PADUCAH	KY	42003	(502) 585-4802	1/30/2017	In Web Directory
WellCare	Spec	1215991435	MINOR, SARAH	301 TYSON AVE		PARIS	TN	38242	(731) 644-8445	1/30/2017	Not Found in Web Directory

<sup>1</sup>Some fields that appear in all uppercase letters in databases have been modified in letter case to better fit the page; content or spelling has not been altered.